

# **URGENT PATIENT NOTICE**

**Wednesday 17<sup>th</sup> May 2017**

The recent Cyber Attack on computers has resulted in the NHS network in Gateshead being closed down since Friday afternoon.

As a result we did not have access to our computers until Tuesday 16<sup>th</sup> May and therefore you will appreciate this is causing huge problems as we could not access patient records.

If you have made an appointment online since Friday evening please check with the Practice that this has been received as we may not have information with regards to this and you may be turned away unless your problem is urgent.

As this affected the whole of the NHS it also means we cannot see discharge letters, medications, results etc.

If you need to see a GP following a hospital appointment or discharge please bring any paperwork you have with you. It would also help to bring your repeat medication list.

If you have requested any repeat medication since Friday lunchtime these may not have been issued. The Pharmacy may be able to help with supplying a small amount of medication until our systems are fully back up and running.

**Thank you for your understanding and patience.**

We have now disabled online booking as this has caused a few problems with patients turning up.

**Please be assured that your medical information is safe and no breach of confidentiality has taken place during the cyber attack.**